

# Panasonic

## Operating Instructions

**2.4 GHz Expandable Digital Cordless Phone**

Model No. **KX-TG3021NZ**

with 2 Handsets

Model No. **KX-TG3022NZ**

**2.4 GHz Expandable Digital Cordless  
Answering System**

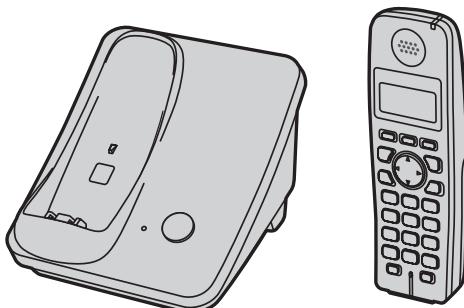
Model No. **KX-TG3031NZ**

with 2 Handsets

Model No. **KX-TG3032NZ**

with 3 Handsets

Model No. **KX-TG3033NZ**



Model shown is KX-TG3021NZ.

This unit is compatible with Caller ID. To use this feature, you must subscribe to the appropriate service offered by your service provider/telephone company.

**Charge the handset battery for 7 hours before initial use.**

Please read these Operating Instructions before using the unit and save for future reference.

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## Product information

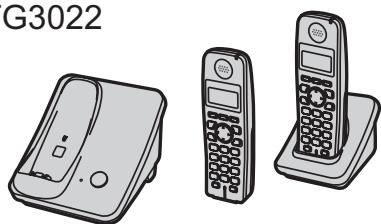
**Thank you for purchasing a Panasonic cordless telephone.**

These operating instructions can be used for the following models:

KX-TG3021



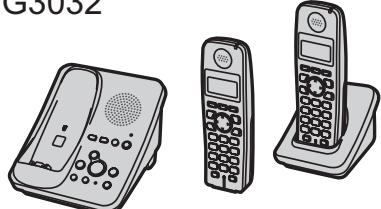
KX-TG3022



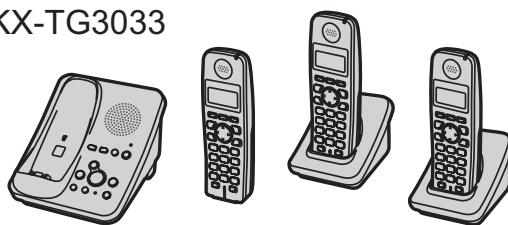
KX-TG3031



KX-TG3032



KX-TG3033



**Important:**

- The suffix (NZ) in the following model numbers will be omitted in these instructions:  
KX-TG3021NZ/KX-TG3022NZ/KX-TG3031NZ/KX-TG3032NZ/KX-TG3033NZ

## Notable feature differences among the following models

| Model no. | Answering system | Intercom |      |
|-----------|------------------|----------|------|
|           |                  | *1       | *2   |
| KX-TG3021 | —                | —        | — *3 |
| KX-TG3022 | —                | —        | ●    |
| KX-TG3031 | ●                | ●        | — *3 |
| KX-TG3032 | ●                | ●        | ●    |
| KX-TG3033 | ●                | ●        | ●    |

\*1 Intercom calls can be made between the handset and base unit.

\*2 Intercom calls can be made between the handsets.

\*3 Intercom calls can be made between the handsets by purchasing and registering 1 or more optional handsets (KX-TGA301AZ, page 5).

## Introduction

### Special feature

#### ■ Handset voice enhancer

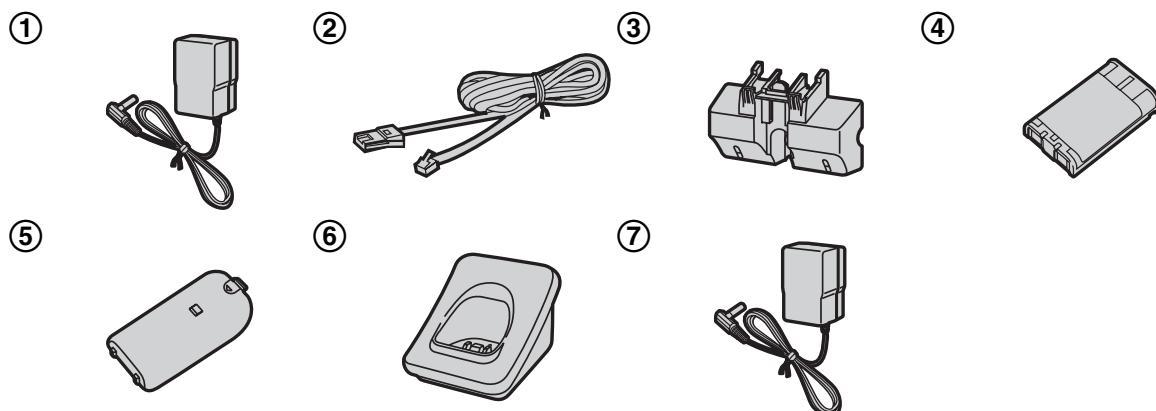
This feature clarifies the voice of the person you are talking to, reproducing a more natural-sounding voice that is easier to hear and understand (page 18).

## Accessory information

### Included accessories

| No. | Accessory item              | Quantity                |                         |           |
|-----|-----------------------------|-------------------------|-------------------------|-----------|
|     |                             | KX-TG3021/<br>KX-TG3031 | KX-TG3022/<br>KX-TG3032 | KX-TG3033 |
| ①   | AC adaptor for base unit    | 1                       | 1                       | 1         |
| ②   | Telephone line cord         | 1                       | 1                       | 1         |
| ③   | Wall mounting adaptor       | 1                       | 1                       | 1         |
| ④   | Battery                     | 1                       | 2                       | 3         |
| ⑤   | Handset cover <sup>*1</sup> | 1                       | 2                       | 3         |
| ⑥   | Charger                     | —                       | 1                       | 2         |
| ⑦   | AC adaptor for charger      | —                       | 1                       | 2         |

\*1 The handset cover comes attached to the handset.



## **Additional/replacement accessories**

| <b>Accessory item</b>                             | <b>Order number</b> |
|---|---------------------|
| Rechargeable nickel metal hydride (Ni-MH) battery | HHR-P107            |
| Accessory handset with charger                    | KX-TGA301AZ         |

## **Expanding your phone system**

You can expand the phone system by registering optional handsets to a single base unit.

- A maximum of 4 total handsets (included and optional) can be registered to a single base unit.

**Handset (optional): KX-TGA301AZ**



# **Important safety instructions**

When using the product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, or personal injury.

1. Read all instructions carefully.
2. Follow all warnings and instructions marked on the product.
3. Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners. Use a moist cloth for cleaning.
4. Do not use the product near water, for example near a bathtub, wash bowl, kitchen sink, etc.
5. Place the product securely on a stable surface. Serious damage and/or injury may result if the product falls.
6. Do not cover slots and openings on the product. They are provided for ventilation and protection against overheating. Never place the product near radiators, or in a place where proper ventilation is not provided.
7. Use only the power source marked on the product. If you are not sure of the type of power supplied to your home, consult your dealer or local power company.
8. Do not place objects on the power cord. Install the product where no one can step or trip on the cord.
9. Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
10. Never push any objects through slots in the product. This may result in the risk of fire or electric shock. Never spill any liquid on the product.

11. To reduce the risk of electric shock, do not disassemble the product. Take the product to an authorised service centre when service is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
12. Unplug the product from power outlets and take to an authorised service centre when the following conditions occur:
  - A. When the power cord is damaged or frayed.
  - B. If liquid has been spilled into the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not work normally by following the operating instructions. Adjust only controls covered by the operating instructions. Improper adjustment may require extensive work by an authorised service centre.
  - E. If the product has been dropped or physically damaged.
  - F. If the product exhibits a distinct change in performance.
13. During thunderstorms, avoid using telephones including cordless phones. There is a risk of an electric shock from lightning.
14. Do not use the product to report a gas leak, when in the vicinity of the leak.

## **SAVE THESE INSTRUCTIONS**

### WARNING:

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact an authorised service centre.
- Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall socket, and do not use.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Completely insert the AC adaptor/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.
- Regularly remove any dust, etc. from the AC adaptor/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.

### CAUTION:

#### Installation

- Never install telephone wiring during a lightning storm.
- Never install telephone line sockets in wet locations unless the socket is specifically designed for wet locations.

- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Do not touch the plug with wet hands.
- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.

#### Battery

To reduce the risk of fire or injury to persons, read and follow these instructions.

- Use only the battery(ies) specified.
- Do not dispose of the battery(ies) in a fire. They may explode. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care when handling the battery(ies). Do not allow conductive materials such as rings, bracelets or keys to touch the battery(ies), otherwise a short circuit may cause the battery(ies) and/or the conductive material to overheat and cause burns.
- Charge the battery(ies) provided, or identified for use with the product only, in accordance with the instructions and limitations specified in this manual.

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#### Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately

## **Introduction**

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shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 2.4 GHz to 2.48 GHz, and the power output is 125 mW (max.).) Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

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### **General warnings**

- This equipment will be inoperable when mains power fails.
- When a failure occurs which results in the internal parts becoming accessible, disconnect the power supply cord immediately and return the product to an authorised service centre.
- Disconnect the telecom connection before disconnecting the power connection prior to relocating the equipment, and reconnect the power first.
- No “111” or other calls can be made from this device during a mains power failure. This equipment shall not be set to make automatic calls to the Telecom “111” Emergency Service.
- To minimise the possibility of lightning damage, when you know that a thunderstorm is coming, we recommend that you:
  - Unplug the telephone line cord from the phone socket.
  - Unplug the power supply cord from the AC power outlet.
- The earpiece on the handset is magnetised and may retain small metallic objects.
- This equipment has been tested and found to comply with AS/NZS CISPR22: 2004 limits for

electromagnetic interference. Any modifications to any part of the system or to any peripherals may void the EMC compliance of the system or the peripherals.

- The product’s answering system only responds to Distinctive Alert cadence(s) DA1 and DA3.
- Not all telephones will respond to incoming ringing when connected to the extension socket.
- This equipment may not provide for the effective hand-over of a call to another device connected to the same line.
- The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom’s network services.

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### **Important notice**

- Under power failure conditions, this telephone may not operate. Please ensure that a separate telephone, not dependent on local power, is available for emergency use.

## For best performance

### Base unit location/avoiding noise

The base unit and other compatible Panasonic units use radio waves to communicate with each other.

- For maximum coverage and noise-free communications, place your base unit:
  - at a convenient, high, and central location with no obstructions between the handset and base unit in an indoor environment.
  - away from electronic appliances such as TVs, radios, personal computers, wireless devices or other phones.
  - avoid facing radio frequency transmitters, such as external antennas of mobile phone cell stations (avoid putting the base unit on a bay window or near a window).
- Coverage and voice quality depends on the local environmental conditions.
- If the reception for a base unit location is not satisfactory, move the base unit to another location for better reception.

### Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.
- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.

- The product should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 5 °C or greater than 40 °C. Damp basements should also be avoided.
- The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

### Routine care

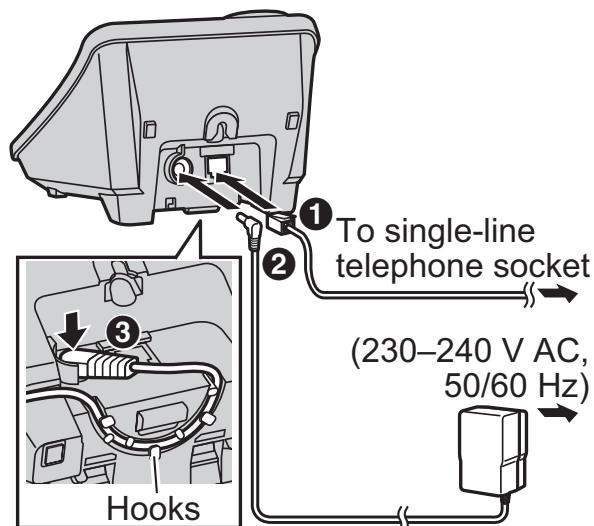
- Wipe the outer surface of the product with a soft moist cloth. Do not use benzine, thinner, or any abrasive powder.

# Setting up the base unit

## Connecting the AC adaptor and telephone line cord

Connect the telephone line cord until it clicks into the base unit and telephone line socket (1). Connect the AC adaptor cord (2) by pressing the plug firmly (3).

- Use only the included Panasonic AC adaptor PQLV203AL.



### Note:

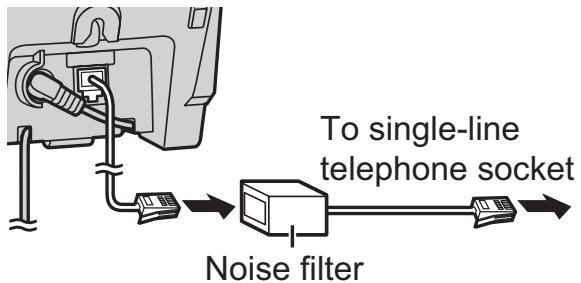
- The AC adaptor must remain connected at all times. (It is normal for the adaptor to feel warm during use.)
- The AC adaptor should be connected to a vertically oriented or floor-mounted AC outlet. Do not connect the AC adaptor to a ceiling-mounted AC outlet, as the weight of the adaptor may cause it to become disconnected.
- The unit will not work during a power failure. We recommend connecting a corded telephone to the same telephone line or to the same telephone socket using a BT double adaptor.

- The unit is not designed to be used with rotary (pulse dialling) services.
- The unit's answering system will not answer incoming calls on your FaxAbility number.

### If you subscribe to an ADSL service

Please attach a noise filter (contact your ADSL provider) to the telephone line between the base unit and the telephone line socket in the event of the following:

- Noise is heard during conversations.
- Caller ID features do not function properly.



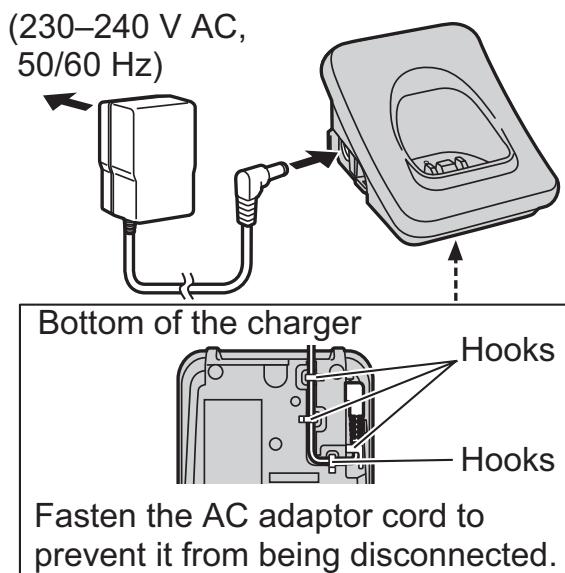
# Setting up the handset

## Connecting the AC adaptor

### Available model:

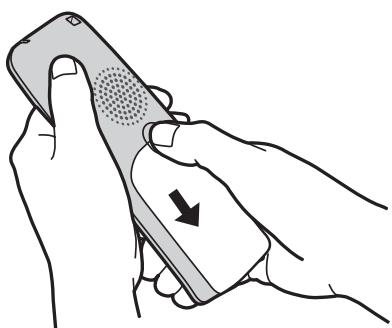
KX-TG3022/KX-TG3032/  
KX-TG3033

- Use only the included Panasonic AC adaptor PQLV208AL.

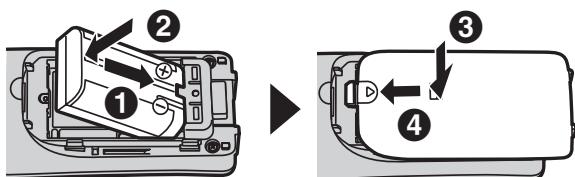


### Battery installation/ replacement

- 1 Press the notch of the handset cover firmly, and slide it in the direction of the arrow.  
• If necessary, remove the old battery.



- 2 Insert the battery (1), and press it down until it snaps into position (2). Then close the handset cover (3, 4).



#### Important:

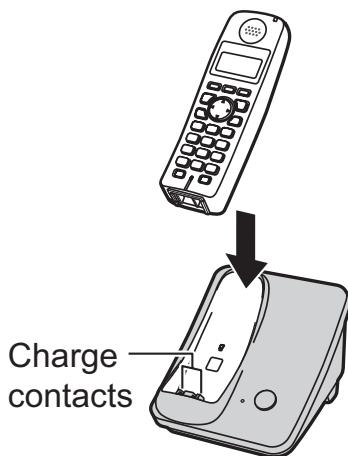
- Use only the rechargeable Panasonic battery noted on page 5.

### Battery charge

Place the handset on the base unit or charger for **7 hours** before initial use.

- While charging, “Charging” is displayed and the charge indicator on the handset lights. When the battery is fully charged, “Charge completed” is displayed.

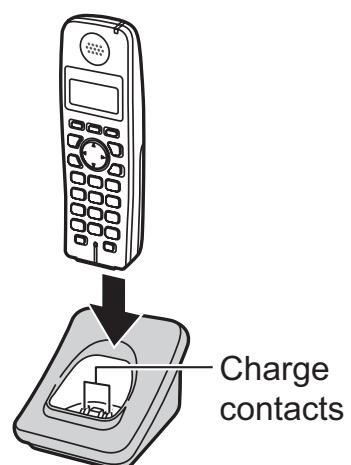
#### Base unit:



- Model shown is KX-TG3021.

#### Charger:

**Available model:**  
KX-TG3022/KX-TG3032/  
KX-TG3033



#### Note:

- If you want to use the handset immediately, charge the battery for at least 15 minutes.

## Preparation

- To ensure that the battery charges properly, clean the charge contacts of the handset, base unit, and charger with a soft, dry cloth once a month. Clean more often if the unit is subject to the exposure of grease, dust, or high humidity.
- When the battery is empty, “Charge for 7h” is displayed and the charge indicator does not light for about 5 minutes to concentrate on charging.

### Battery level

| Battery icon  | Battery level                           |
|---|---|
|    | Fully charged                           |
|    | Medium                                  |
|    | Low<br>Flashing: needs to be recharged. |
|  | Empty                                   |

#### Note:

- When the battery needs to be charged, the handset beeps intermittently during use.

### Panasonic battery performance

| Operation   | Operating time |
|---|----------------|
| While in use (talking)                            | Up to 5 hours  |
| While not in use (standby)                        | Up to 11 days  |
| While using the clarity booster feature (page 18) | Up to 3 hours  |

#### Note:

- Battery operating time may be shortened over time depending on usage conditions and surrounding temperature.

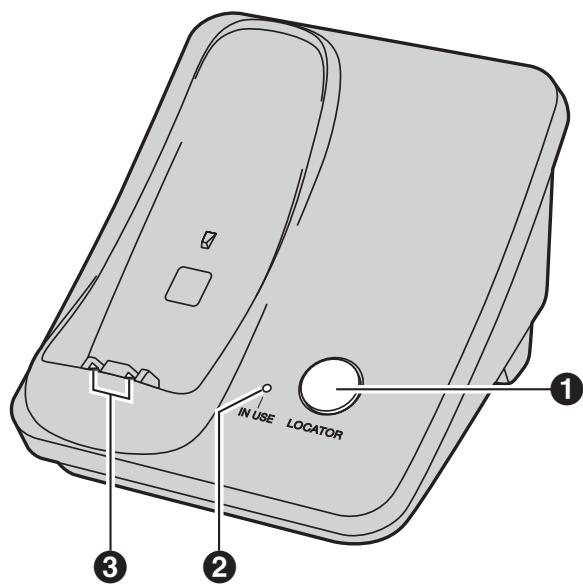
- Battery power is consumed whenever the handset is off the base unit or charger, even when the handset is not in use.
- After the handset is fully charged, displaying “Charge completed”, it may be left on the base unit or charger without any ill effect on the battery.
- The battery level may not be displayed correctly after you replace the battery. In this case, place the handset on the base unit or charger and let it charge for 7 hours.

### Symbols used in these operating instructions

| Symbol  | Meaning  |
|---|--|
| <b>[ ]</b><br>Button name/soft key name         | The words in the brackets indicate button names/soft key names on the handset and base unit.<br><b>Example:</b><br>Unit keys:<br><b>[OFF]</b><br>Soft keys:<br><b>[View CID]</b> ,<br><b>[Phonebook]</b> |
| <b>→</b>  | Proceed to the next operation.   |
| <b>“ ”</b><br><b>Example:</b><br><b>“Alarm”</b> | The words in quotations indicate the menu on the display.  |
| <b>Example:</b><br><b>[▼]/[▲]: “off”</b>        | Press <b>[▼]</b> or <b>[▲]</b> to select “off”.  |

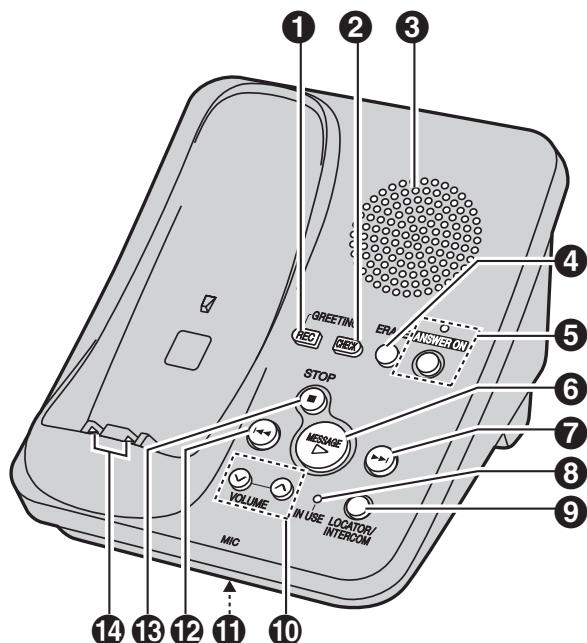
## Controls

### Base unit (KX-TG3021/KX-TG3022)



- ① [LOCATOR]
- ② IN USE indicator
- ③ Charge contacts

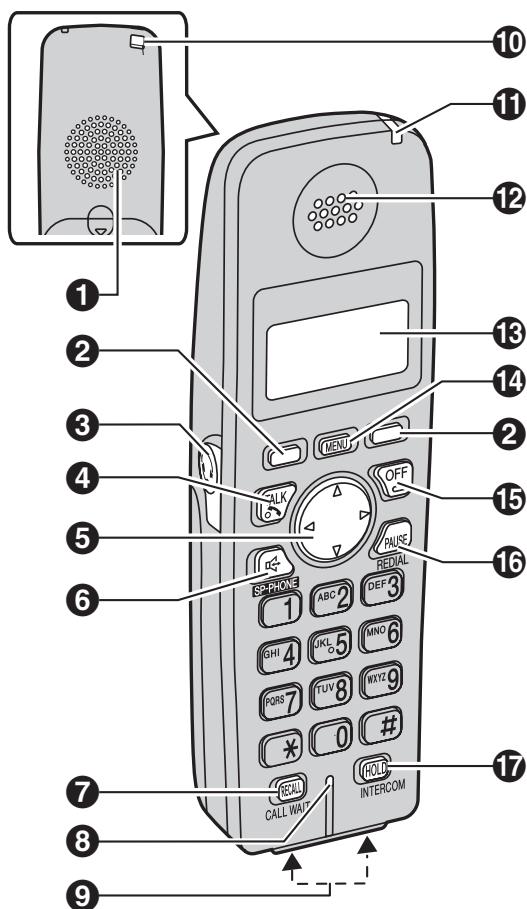
### Base unit (KX-TG3031/KX-TG3032/KX-TG3033)



- ① [GREETING REC] (Recording)
- ② [GREETING CHECK]
- ③ Speaker
- ④ [ERASE]
- ⑤ [ANSWER ON]  
ANSWER ON indicator
- ⑥ [MESSAGE]  
MESSAGE indicator
- ⑦ [▶▶] (SKIP)
- ⑧ IN USE indicator
- ⑨ [LOCATOR] [INTERCOM]
- ⑩ VOLUME [▽] [△]
- ⑪ MIC (Microphone)
- ⑫ [◀◀] (REPEAT)
- ⑬ [STOP]
- ⑭ Charge contacts

## Preparation

### Handset



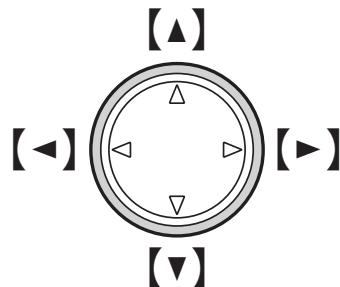
- ① Speaker
- ② Soft keys
- ③ Headset socket
- ④ [TALK] (TALK)
- ⑤ Navigator key ([▲] [▼] [◀] [▶])
- ⑥ [SP-PHONE] (SP-PHONE)
- ⑦ [RECALL] [CALL WAIT]
- ⑧ Microphone
- ⑨ Charge contacts
- ⑩ Lanyard/strap eyelet
- ⑪ Charge indicator
- Ringer indicator
- Message indicator
- ⑫ Receiver
- ⑬ Display
- ⑭ [MENU]
- ⑮ [OFF]
- ⑯ [PAUSE] [REDIAL]
- ⑰ [HOLD] [INTERCOM]

### Using the navigator key

The handset navigator key can be used to navigate through menus and to select items shown on the display by pressing [▲], [▼], [◀], or [▶].

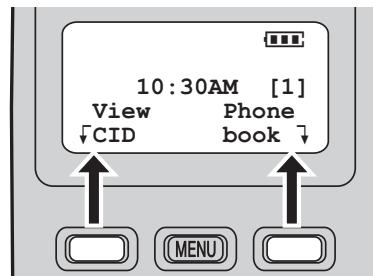
### Adjusting audio volume

Press [▲] or [▼] repeatedly while talking.



### Using the soft keys

The handset features 2 soft keys. By pressing a soft key, you can select the feature shown directly above it on the display.



## Display

### Handset display items

| Displayed item         | Meaning  |
|------------------------|--|
| [[VE]]                 | Voice enhancer is on.  |
| ██████                 | Battery level  |
| <b>Example:</b><br>[1] | The handset's extension number (example shown here: handset 1) |

## **Setting the unit before use**

### **Important:**

- To program features by scrolling through the display menus, see page 24.

### **Date and time**

Set the correct date and time.

- To display the date and time when the calls were received in the caller list.
- To use the available alarm function (page 28).
- When you play back a message from the answering system (page 30), the unit announces the day and time it was recorded. (KX-TG3031/KX-TG3032/KX-TG3033)

**1 [MENU] → [4][1]**

**2** Enter the current day, month, and year by selecting 2 digits for each.

**Example:** 15 August, 2007

**[1][5] [0][8] [0][7]**

**3** Enter the current hour and minute (12-hour clock format) by selecting 2 digits for each.

**Example:** 9:30

**[0][9] [3][0]**

**4 [AM/PM]:** Select “AM” or “PM”.

**5 [Save] → [OFF]**

### **Note:**

- If you make a mistake when entering the date and time, press **[◀]**, **[▶]**, **[▲]**, or **[▼]** to move the cursor, then make the correction.
- The date and time may be incorrect after a power failure. In this case, set the date and time again.

### Making calls

- 1 Dial the phone number.
  - To correct a digit, press [Clear].
- 2 Press [📞] or [Call].
- 3 When you finish talking, press [OFF] or place the handset on the base unit or charger.

**Note:**

- “Line in use” is displayed when someone is talking on the handset or another phone.

### Using the speakerphone

- 1 Dial the phone number, and press [➡].
  - Speak alternately with the other party.
- 2 When you finish talking, press [OFF].

**Note:**

- Use the speakerphone in a quiet environment.
- To switch to the receiver, press [📞].

### Adjusting the receiver/speaker volume

Press [▲] or [▼] repeatedly while talking.

### Making a call using the redial list

The last 5 phone numbers dialled are stored in the redial list (each 48 digits max.).

- 1 [REDIAL]
- 2 [▼]/[▲]: Select the desired phone number.
- 3 [📞]

### Erasing a number in the redial list

- 1 [REDIAL]
- 2 [▼]/[▲]: Select the desired phone number.
- 3 [Erase] → [Yes] → [OFF]

### PAUSE button (for PBX/long distance service users)

A pause is sometimes required when making calls using a PBX or long distance service. When storing a calling card access number and/or PIN in the phonebook, a pause is also needed (page 20).

For example, if you need to dial the line access number “9” when making outside calls with a PBX:

- 1 [9] → [PAUSE] → Dial the phone number.

### 2 [📞]

**Note:**

- A 3.5 second pause is inserted each time [PAUSE] is pressed. Press repeatedly to insert longer pauses.

### Answering calls

When a call is being received, the ringer indicator flashes rapidly.

- 1 Press [📞] or [➡].
  - You can also answer the call by pressing any dial key from [0] to [9], [\*], [#], or [INTERCOM]. (Any key talk feature)
- 2 When you finish talking, press [OFF].

**Note:**

- You can change the ringer tone and handset ringer volume (page 26).

### Auto talk

This feature allows you to answer a call by simply lifting the handset off the base unit or charger. You do not need to press **[FLASH]**. To activate this feature, see page 26.

### Temporary ringer off

While the handset is ringing for an outside call, you can turn the ringer off temporarily by pressing **[OFF]**.

### Adjusting the base unit ringer volume

#### Available model:

KX-TG3031/KX-TG3032/  
KX-TG3033

Press **[▲]** or **[▼]** repeatedly to select the desired volume.

- To turn the ringer off, press and hold **[▼]** until the unit beeps 2 times.

## Useful features during a call

### HOLD button

This feature allows you to put an outside call on hold.

Press **[HOLD]** 2 times during an outside call.

- To release the hold, press **[FLASH]**.
- Another handset user can take the call by pressing **[FLASH]**.

#### Note:

- If another phone is connected to the same line (page 10), you can also take the call by lifting its handset.
- If a call is kept on hold for more than 6 minutes, an alarm tone starts to sound and the ringer indicator flashes

rapidly. After 4 additional minutes on hold, the call is disconnected.

### Mute button

While mute is turned on, you can hear the other party, but the other party cannot hear you.

To mute your voice, press **[Mute]**.

- To return to the conversation, press **[Mute]** or **[FLASH]**.

#### Note:

- When this feature is turned on, **[Mute]** flashes.
- **[Mute]** is a soft key visible on the handset display during a call.

### RECALL button

Pressing **[RECALL]** allows you to use special features of your host PBX such as transferring an extension call, or accessing optional telephone services such as Call Waiting.

#### Note:

- To change the recall time, see page 26.

### For Call Waiting service users

To use Call Waiting, you must subscribe to your service provider/telephone company's Call Waiting service.

This feature allows you to receive calls while you are already talking on the phone. If you receive a call while on the phone, you will hear a Call Waiting tone. Please contact your service provider/telephone company for details and availability of this service in your area. Press **[CALL WAIT]** to answer the 2nd call.

- To switch between calls, press **[CALL WAIT]**.

### Handset clarity booster

This feature can improve sound clarity when the handset is used in an area where there may be interference. During an outside call, this feature is turned on automatically when necessary. You can also turn this feature on or off manually.

- 1 Press **[MENU]** during an outside call.
- 2 **[(▼)]/[▲]**: Select “Booster on” or “Booster off”. → **[Select]**

#### Note:

- When this feature is turned on, “**BOOST**” flashes.
- When this feature is turned off manually during a call, it does not turn on automatically during the same call.
- While this feature is turned on;
  - the battery operating time is shortened (page 12).
  - the maximum number of extensions that can be used at a time may decrease.

---

### Handset voice enhancer

This feature can simulate a band signal above the normal bandwidth limitations, achieving a sound which is close to the actual voice. You can turn this feature on or off depending on the circumstance.

Press **[(VE)]** during an outside call to turn on or off this feature.

#### Note:

- When this feature is turned on, **[(VE)]** is displayed.
- Depending on the condition and quality of your telephone line, this feature may emphasise existing line noise. If it becomes difficult to hear, turn this feature off.

---

### Call share

This feature allows the handset to join an existing outside call.

To join the conversation, press **[↗]** when the other handset is on an outside call.

#### Note:

- The possible number of participating parties depends on the model.  
KX-TG3021/KX-TG3022:
  - 3 parties (including 1 outside party)KX-TG3031/KX-TG3032/  
KX-TG3033:
  - 4 parties (including 1 outside party)

## Handset phonebook

You can add up to 50 items to the handset phonebook and search for phonebook items by name.

### Adding items to the phonebook

**1** [Phonebook]

**2** [Add]

**3** Enter the name (max. 16 characters). → [Next]

**4** Enter the phone number (max. 32 digits). → [Next] → [Save]  
• To add other items, repeat from step 2.

**5** [OFF]

#### Note:

- Your service provider/telephone company may charge you for a local call if the number dialled has the area code prefix included. If this is unacceptable, dial only the 7-digit local number. Do not dial the “0” prefix or the area code.

### Character table for entering names

| Key | Character         |
|-----|-------------------|
| [1] | & ' ( ) , - . / 1 |
| [2] | a b c A B C 2     |
| [3] | d e f D E F 3     |
| [4] | g h i G H I 4     |
| [5] | j k l J K L 5     |
| [6] | m n o M N O 6     |
| [7] | p q r s P Q R S 7 |
| [8] | t u v T U V 8     |
| [9] | w x y z W X Y Z 9 |

| Key | Character |
|-----|-----------|
| [0] | 0 Space   |
| [*] | *         |
| [#] | #         |

- To enter another character that is located on the same dial key, first press [▶] to move the cursor to the next space.

### Editing/correcting a mistake

Press [◀] or [▶] to move the cursor to the character or number you want to erase, then press [Clear]. Enter the appropriate character or number.

- Press and hold [Clear] to erase all characters or numbers.

### Finding and calling a phonebook item

#### Searching for a name alphabetically by scrolling through all items

**1** [Phonebook] → [Search]

**2** [▼]/[▲]: Select the desired item.

**3** Press [▶] to dial the phone number.

#### Searching for a name by initial

**1** [Phonebook] → [Search]

**2** Press the dial key ([0] – [9], [#], or [\*]) that corresponds to the first letter you are searching for (see the character table, page 19).

**Example:** “LISA”

Press [5] repeatedly to display the first phonebook entry starting with the initial “L” and go to step 3.

- If there is no item corresponding to the letter you selected, the next item is displayed.

**3** Press [▼] to select the desired item.

## Phonebook

- 4 Press [📞] to dial the phone number.

### Editing items in the phonebook

- 1 Find the desired item (page 19). → [Edit]
- 2 Edit the name if necessary (see the character table, page 19). → [Next]
- 3 Edit the phone number if necessary. → [Next] → [Save] → [OFF]

### Erasing items in the phonebook

- 1 Find the desired item (page 19).
- 2 [Erase] → [Yes] → [OFF]

### Chain dial

This feature allows you to dial phone numbers in the handset phonebook while you are on a call. This feature can be used, for example, to dial a calling card access number or bank account PIN that you have stored in the handset phonebook, without having to dial manually.

- 1 During an outside call, press [MENU].
- 2 [▼]/[▲]: “Phonebook” → [Select]
- 3 Find the desired item (page 19). → [Call]

#### Note:

- When storing a calling card access number and your PIN in the phonebook as one phonebook item, press [PAUSE] to add pauses after the number and PIN as necessary (page 16).

## Copying handset phonebook items

You can copy one or all of the phonebook items from one handset to another.

### Copying an item

- 1 [MENU] → [#[1]
- 2 [▼]/[▲]: Select the handset to copy to. → [Next]
- 3 [▼]/[▲]: Select the desired item. → [Send]
- 4 Press [OFF] after the long beep.

### Copying all items

- 1 [MENU] → [#[2]
- 2 [▼]/[▲]: Select the handset to copy to. → [Send]
- 3 Press [OFF] after the long beep.

## Using Caller ID service

### Important:

- This unit is Caller ID compatible. To use Caller ID features, you must subscribe to your service provider/telephone company's Caller ID service.

For all local and national incoming calls, your display will show the area code (e.g. 09 for Auckland) or the cellular prefix (e.g. 0274 for Telecom Cellular) followed by the caller's phone number. An Auckland caller's number will be displayed as 09XXXXXX. The 7 X's represent the 7 digits of the caller's phone number. A caller from a 6-digit Telecom Cellular number will be displayed as 0274XXXXXX. For incoming international calls, your display may only show "0000". For business users on a Centrex line, your display will show Centrex extension numbers in the shorter extension number format used within your company.

- The Caller ID information is not presented on incoming fax calls if Telecom FaxAbility is used.

### Using toll services from Telecom or another company

Your service provider/telephone company may charge you for a local call if the number dialled has the area code prefix included. If this is unacceptable, dial only the 7-digit local number. Do not dial the "0" prefix or the area code.

### Caller ID features

When an outside call is being received, the calling party's phone number is displayed.

Caller information for the last 50 callers is logged in the caller list by the most recent call to the oldest.

- If the unit cannot receive caller information, the following is displayed:
  - **"Out of area"**: The caller dialled from an area which does not provide Caller ID service.
  - **"Private caller"**: The caller requested not to send caller information.
- If the unit is connected to a PBX system, caller information may not be received properly. Consult your PBX supplier.
- If the name display service is available in your area, the display shows caller names. For further information, please contact your service provider/telephone company.

### Missed calls

If a call is not answered, the unit treats the call as a missed call. You can view the number of missed calls by pressing **[View CID]**.

### Custom name display

When the Caller ID number is received and it matches a phone number stored in the phonebook, the stored name from the phonebook is displayed and logged in the caller list.

## Caller list

### Viewing the caller list and calling back

- 1 **[View CID]**
- 2 Press **[▼]** to search from the most recent call, or **[▲]** to search from the oldest call.
- 3 To call back, press **[◀]**.  
To exit, press **[OFF]**.

#### Note:

- If you do not want to dial the area codes when making calls from the Caller ID list, you can store the area codes which you want the unit to delete automatically (page 22).
- Each handset has its own caller list. The number of missed calls may differ between handsets. Even if you viewed the caller list or answered a call on one handset, the same information is still recognised as a missed call in the other handsets.
- A **✓** is displayed in caller information which has already been viewed or answered.
- If an arrow (→) is displayed after the number, the whole phone number is not shown. Press **[▶]** to see the remaining numbers. To return to the previous display, press **[◀]**.

### Storing your area code

We recommend storing your area code before using Caller ID (page 21). Calls from the same area will be recorded in the caller list without the area code. You do not have to remove it before calling back the caller or storing in the phonebook.

#### 1 **[MENU] → [0][4]**

- 2 Enter your area code (max. 8 digits).
  - To correct a digit, press **[◀]** or **[▶]** to move the cursor, then press **[Clear]**. Enter the correct number.

#### 3 **[Save] → [OFF]**

#### Note:

- The use of this feature can prevent a National Call from being dialled. For example, the “03” for South Island callers will be omitted and will therefore prevent a National Call to other areas of the South Island.

### To erase your area code

Press and hold **[Clear]** in step 2, press **[Save]**, then press **[OFF]**.

---

## **Editing a caller's phone number before calling back**

You can edit a phone number in the caller list.

- 1 [View CID]**
- 2 [▼]/[▲]: Select the desired item. → [Select] → [Edit]**
- 3 Add or erase digits to the beginning of the number as necessary.**
  - To add a digit, press the desired dial key.
  - To erase a digit, press **[Clear]**.
- 4 [◀]**

**Note:**

- The edited phone number is not saved in the caller list.

---

## **Storing caller information into the phonebook**

- 1 [View CID]**
- 2 [▼]/[▲]: Select the desired item. → [Select]**
  - To edit the number, press **[Edit]**, then edit the number (see step 3 on page 23, "Editing a caller's phone number before calling back").
- 3 [Save]**
  - If there is name information for the caller, skip to step 5.
- 4 Enter the name (see the character table, page 19). → [Next] → [Save]**
- 5 [OFF]**

---

## **Erasing selected caller information**

- 1 [View CID]**
- 2 [▼]/[▲]: Select the desired item.**
- 3 [Erase] → [Yes] → [OFF]**

---

## **Erasing all caller information**

- 1 [View CID]**
- 2 [All erase] → [Yes]**

# Programmable settings

You can customise the unit by programming the following features using the handset.

To access the features, there are 2 methods:

- scrolling through the display menus (page 24)
- using the direct commands (page 26)

• Mainly the direct command method is used in these operating instructions.

## Programming by scrolling through the display menus

### 1 [MENU]

2 Press [▼] or [▲] to select the desired menu. → [Select]

- If there is a sub-menu(s), press [▼] or [▲] to select the desired item. → [Select]

3 Press [▼] or [▲] to select the desired setting. → [Save]

- This step may vary depending on the feature being programmed.

### 4 [OFF]

| Main menu   | Sub-menu 1                    | Sub-menu 2 | Page |
|---|-------------------------------|------------|------|
| Message play<br>(KX-TG3031/<br>KX-TG3032/<br>KX-TG3033) | –                             | –          | 31   |
| V.M. access   | –                             | –          | 36   |
| Alarm   | –                             | –          | 28   |
| Ringer setting  | Ringer volume                 | –          | –    |
|   | Ringer tone                   | –          | –    |
| Set date & time   | Date and time <sup>*1</sup>   | –          | 15   |
|   | Time adjustment <sup>*1</sup> | –          | 27   |
| Voice enhancer  | –                             | –          | 18   |
| Copy phonebook  | Copy 1 item                   | –          | 20   |
|   | Copy all items                | –          | 20   |

| Main menu  | Sub-menu 1   | Sub-menu 2                     | Page   |
|--|--|--------------------------------|--------|
| Initial setting  | Set answering<br>(KX-TG3031/<br>KX-TG3032/<br>KX-TG3033) | Ring count <sup>*1</sup>       | 33     |
|  |  | Recording time <sup>*1</sup>   | 34     |
|  |  | Remote code <sup>*1</sup>      | 33     |
|  | Voice Mail   | Store VM access# <sup>*1</sup> | 35     |
|  | Message alert  | —                              | 34, 36 |
|  | LCD contrast   | —                              | —      |
|  | Key tone   | —                              | —      |
|  | Auto talk  | —                              | 17     |
|  | Set area code  | —                              | 22     |
|  | Set tel line   | Set dial mode <sup>*1</sup>    | 44     |
|  |  | Set recall time <sup>*1</sup>  | 17     |
|  |  | Set line mode <sup>*1</sup>    | —      |
| Set base unit<br>(KX-TG3031/<br>KX-TG3032/<br>KX-TG3033) | Registration   | Ringer tone <sup>*1</sup>      | —      |
|  |  | HS registration                | 38     |
|  |  | Deregistration                 | 38     |

\*1 If you program these settings using one of the handsets, you do not need to program the same item using another handset.

## Programming using the direct commands

### 1 [MENU]

2 Enter the desired feature code.

3 Enter the desired setting code. → [Save]

- This step may vary depending on the feature being programmed.

### 4 [OFF]

#### Note:

- In the following table, < > indicates the default setting.

• If you make a mistake or enter the wrong code, press [OFF], then start again from step 1.

| Feature                            | Feature code | Setting code  | System setting <sup>*1</sup> | Page   |
|------------------------------------|--------------|---|------------------------------|--------|
| Alarm                              | [8]          | [1]: Once [0]: <off>  | —                            | 28     |
| Auto talk <sup>*2</sup>            | [0][3]       | [1]: On [0]: <off>  | —                            | 17     |
| Copy phonebook<br>(1 item)         | [#][1]       | —   | —                            | 20     |
| Copy phonebook<br>(all items)      | [#][2]       | —   | —                            | 20     |
| Date and time                      | [4][1]       | —   | ●                            | 15     |
| Deregistration                     | [0][0][2]    | —   | —                            | 38     |
| HS registration                    | [0][0][1]    | —   | —                            | 38     |
| Key tone <sup>*3</sup>             | [0][2]       | [1]: <On> [0]: off  | —                            | —      |
| LCD contrast<br>(Display contrast) | [0][1]       | [1]–[6]: Level 1–6 <3>  | —                            | —      |
| Message alert                      | [0][#]       | [1]: On [0]: <off>  | —                            | 34, 36 |
| Ringer tone<br>(Handset)           | [1][2]       | [1]–[3]: Tone <1>–3<br>[4]–[7]: Melody 1–4  | —                            | —      |
| Ringer volume<br>(Handset)         | [1][1]       | [1]: Low [2]: Medium<br>[3]: <High> [0]: Off  | —                            | —      |
| Set area code                      | [0][4]       | —   | —                            | 22     |
| Set dial mode                      | [0][5][1]    | —   | ●                            | 44     |
| Set recall time <sup>*4</sup>      | [0][5][2]    | [1]: 700ms [2]: <600ms><br>[3]: 400ms [4]: 300ms<br>[5]: 250ms [6]: 110ms<br>[7]: 100ms [8]: 90ms | ●                            | 17     |

| Feature   | Feature code | Setting code                           | System setting <sup>*1</sup> | Page |
|---|--------------|--|------------------------------|------|
| Set line mode <sup>*5</sup>                                   | [0][5][3]    | [1]: A [2]: <B>                        | ●                            | —    |
| Store VM access#  | [0][7][1]    | —                                      | ●                            | 35   |
| Time adjustment <sup>*6</sup><br>(Caller ID subscribers only) | [4][2]       | [1]: <Caller ID [auto]><br>[0]: Manual | ●                            | —    |
| V.M. access   | [3]          | —                                      | —                            | 36   |
| Voice enhancer  | [5]          | [1]: On [0]: <Off>                     | —                            | 18   |

## KX-TG3031/KX-TG3032/KX-TG3033 only

| Feature                    | Feature code | Setting code                              | System setting <sup>*1</sup> | Page |
|----------------------------|--------------|---|------------------------------|------|
| Message play               | [2]          | —   | —                            | 31   |
| Recording time             | [0][6][2]    | [1]: 1min [2]: 2min<br>[3]: <3min>        | ●                            | 34   |
| Remote code                | [0][6][3]    | Default: 11                               | ●                            | 33   |
| Ring count                 | [0][6][1]    | [2]–[7]: 2–7 rings <4><br>[0]: Toll saver | ●                            | 33   |
| Ringer tone<br>(Base unit) | [0][*][1]    | [1]–[3]: Tone <1>–3                       | ●                            | —    |

\*1 If “System setting” column is checked, you do not need to program the same item using another handset.

\*2 If you subscribe to Caller ID service and want to view the caller’s information after lifting up the handset to answer a call, turn off this feature.

\*3 Turn this feature off if you prefer not to hear key tones while you are dialling or pressing any keys, including confirmation tones and error tones.

\*4 The recall time depends on your telephone exchange or host PBX. Consult your PBX supplier if necessary.

The setting should stay at 600 ms unless pressing [RECALL] fails to pick up the Call Waiting call.

\*5 Generally, the line mode setting should not be adjusted. If “Line in use” is not displayed when another phone connected to the same line is in use, you need to change the line mode to “A”.

\*6 This feature allows the unit to automatically adjust the date and time setting when caller information is received. To use this feature, set the date and time first.

## Alarm

An alarm will sound once for 3 minutes at the set time.

**Set the date and time beforehand (page 15).**

**1 [MENU] → [8]**

**2 [▼]/[▲]: “Once” → [Select]**

- To turn off the alarm, select “off”. → [Select] → [OFF]

**3 Set the desired date and time. → [Save]**

**4 [▼]/[▲]: Select the desired ringer tone. → [Save]**

- We recommend selecting a different ringer tone from outside call.

**5 [OFF]**

**Note:**

- To stop the alarm, press any dial key or place the handset on the base unit or charger.
- When the handset is in use, the alarm will not sound until the handset is in standby mode.

# Answering system

### Available model:

KX-TG3031/KX-TG3032/  
KX-TG3033

This unit contains an answering system which can answer and record calls for you when you are unavailable to answer the phone.

#### Important:

- Only 1 person can access the answering system at a time.
- When callers leave messages, the unit records the day and time of each message. Make sure the date and time have been correctly set (page 15).
- The unit's answering system will not answer incoming calls on your FaxAbility number.

## Memory capacity

The total recording capacity (including your greeting message) is about 15 minutes.

A maximum of 64 messages can be recorded.

- If the message memory becomes full, the ANSWER ON indicator flashes rapidly (if the answering system is turned on). Erase unnecessary messages (page 30).
- When the message memory becomes full, the greeting message is different depending on your situation:
  - If you use the prerecorded greeting message, the unit automatically switches to another prerecorded greeting message asking callers to call again later.
  - If you recorded your own greeting message, the same message is still

announced to callers even though their messages are not recorded.

# Turning the answering system on/off

Press **[ANSWER ON]** to turn on/off the answering system.

- When the answering system is turned on, the ANSWER ON indicator lights.
- When the answering system is turned off, the ANSWER ON indicator turns off.

## Screening calls

While a caller is leaving a message, you can listen to the call through the base unit's speaker. To adjust the speaker volume, press **[ $\wedge$ ]** or **[ $\vee$ ]** repeatedly. You can answer the call by pressing **[]** on the handset.

### Turning off the call screening feature

When the base unit is not in use, press **[GREETING CHECK]**, then press and hold **[ $\vee$ ]** until the base unit beeps.

OR

While screening a call, press and hold **[ $\vee$ ]** until the sound goes off.

#### Note:

- If you adjust the speaker volume while listening to messages or talking on the intercom, the speaker volume for call screening is turned on again.

## Greeting message

When the unit answers a call, callers are greeted by a greeting message. You can record your own greeting message or use a prerecorded greeting message.

### Recording your greeting message

You can record your own greeting message (max. 2 minutes). If you do not record a greeting message, a prerecorded greeting message is used.

#### 1 [GREETING REC]

- 2 Within 10 seconds, press [GREETING REC] again.
- 3 After the base unit beeps, speak clearly about 20 cm away from the MIC.
- 4 To stop recording, press [STOP].

### Using a prerecorded greeting message

If you erase or do not record your own greeting message, the unit plays a prerecorded greeting message for callers and ask them to leave messages.

### Playing back the greeting message

Press [GREETING CHECK].

### Erasing your greeting message

Press [GREETING CHECK], and then press [ERASE] while your greeting message is playing.

## Listening to messages using the base unit

When new messages have been recorded, the MESSAGE indicator on the base unit flashes.

Press [MESSAGE].

- The base unit plays new messages.
- When you have no new messages, the base unit plays back all messages.

### Operating the answering system

| Key                          | Operation   |
|------------------------------|---|
| 【 <b>▲</b> 】 or 【 <b>▼</b> 】 | Adjust the speaker volume   |
| 【 <b>◀◀</b> 】                | Repeat message (during playback) <sup>*1</sup>  |
| 【 <b>▶▶</b> 】                | Skip message (during playback)  |
| 【 <b>STOP</b> 】              | Pause message <ul style="list-style-type: none"><li>– To resume playback, press [MESSAGE].</li><li>– To stop playback completely, press [STOP] again.</li></ul> |
| 【 <b>ERASE</b> 】             | Erase message currently playing   |

\*1 If pressed within the first 5 seconds of a message, the previous message is played.

### Erasing all messages

Press [ERASE] 2 times while the unit is not being used.

## Listening to messages using the handset

When new messages have been recorded:

- “**New message**” is displayed.
- The message indicator on the handset flashes slowly if the message alert feature is turned on (page 34).

### 1 [MENU]

### 2 [▼]/[▲]: “**Message play**” → [Select]

- The handset plays new messages.
- When you have no new messages, the handset plays back all messages.

### 3 When finished, press [OFF].

#### Note:

- To switch to the receiver, press [▶].

#### Voice guidance

If you do not press any buttons after the last message is played back, the handset’s voice guidance starts.

Operate the answering system by following the guidance as necessary.

#### Calling back (Caller ID subscribers only)

If Caller ID information was received for the call, you can call the caller back while listening to the message.

### 1 Press [Select] during playback.

- To edit the number before calling back, press [Edit] and edit the number (page 23).

### 2 [Call]

## Operating the answering system

You can also operate the answering system by pressing dial keys on the handset during playback.

| Key               | Operation                                      |
|-------------------|--|
| [▲] or [▼]        | Adjust the receiver/speaker volume             |
| [1] or [◀]        | Repeat message (during playback) <sup>*1</sup> |
| [2] or [▶]        | Skip message (during playback)                 |
| [4]               | Play new messages                              |
| [5]               | Play all messages                              |
| [8]               | Turn answering system on                       |
| [9]               | Stop playback <sup>*2</sup>                    |
| [0]               | Turn answering system off                      |
| [*][4] or [Erase] | Erase message currently playing                |
| [*][5]            | Erase all messages                             |

<sup>\*1</sup> If pressed within the first 5 seconds of a message, the previous message is played.

<sup>\*2</sup> To resume operation, press a command key within 15 seconds, or the voice guidance will start.

## Remote operation

Using a touch tone phone, you can call your phone number from outside and access the unit to listen to messages. The unit's voice guidance prompts you to press certain dial keys to perform different operations.

### Important:

- In order to operate the answering system remotely, you must first set a remote code (page 33). This code must be entered each time you operate the answering system remotely.

## Using the answering system remotely

- 1 Dial your phone number from a touch tone phone.
- 2 After the greeting message starts, enter your remote code (page 33).
  - The unit plays back new messages.
  - The voice guidance informs you of the available commands.
- 3 Control the unit using remote commands (page 32).
- 4 When finished, hang up.

## Voice guidance

During remote operation, the unit's voice guidance starts and prompts you to press **[1]** to perform a specific operation, or press **[2]** to listen to more available operations. Operations are presented by voice guidance in the following order:

- Play back all messages
- Play back new messages
- Record a message
- Erase all messages

### Note:

- If you do not press any dial keys within 10 seconds after a voice guidance prompt, the unit disconnects your call.

## Remote commands

You can press dial keys to access certain answering system functions without waiting for the voice guidance to prompt you.

| Key           | Remote command                                 |
|---------------|--|
| <b>[1]</b>    | Repeat message (during playback) <sup>*1</sup> |
| <b>[2]</b>    | Skip message (during playback)                 |
| <b>[4]</b>    | Play new messages                              |
| <b>[5]</b>    | Play all messages                              |
| <b>[9]</b>    | Stop playback <sup>*2</sup>                    |
| <b>[0]</b>    | Turn answering system off                      |
| <b>[*][4]</b> | Erase message currently playing                |
| <b>[*][5]</b> | Erase all messages                             |

<sup>\*1</sup> If pressed within the first 5 seconds of a message, the previous message is played.

<sup>\*2</sup> To resume operation, enter a remote command within 15 seconds, or the voice guidance starts.

## Turning on the answering system remotely

If the answering system is off, you can turn it on remotely.

- 1 Dial your phone number.
- 2 Let the phone ring 15 times.
  - The unit answers your call with the greeting message.

- You can hang up, or if you call from a touch tone phone, you can enter your remote code and begin remote operation (page 32).

### **Skipping the greeting message to leave a message**

You can leave a message just as any outside caller can. Call your phone number. When the answering system picks up, press **[\*]** to skip the greeting message and record your message after the beep.

## **Answering system settings**

### **Remote code**

A remote code must be entered when operating the answering system remotely. This code prevents unauthorised parties from listening to your messages remotely. The default setting is “11”.

**1 [MENU] → [0][6][3]**

**2** Enter the desired 2-digit remote code. → **[Save] → [OFF]**

### **Ring count**

You can change the number of times the phone rings before the unit answers calls.

The default setting is “4”.

“**Toll saver**”: The unit answers on the 2nd ring when new messages have been recorded, and on the 4th ring when there are no new messages. If you call your phone from outside to listen to new messages (page 32), you will know that there are no new messages when the phone rings for the

3rd time. You can then hang up without being charged for the call.

**1 [MENU] → [0][6][1]**

**2 [▼]/[▲]**: Select the desired setting.

**3 [Save] → [OFF]**

### **For Telecom Call Minder or TelstraClear Message Mailbox service subscribers**

To receive Call Minder or Message Mailbox messages and use answering system properly, please note the following:

- “Call Minder” and “Message Mailbox” are services provided by your service provider/telephone company. You will need to first subscribe or activate this service through your service provider/telephone company. Consult your service provider/telephone company on how to operate this service and how you will be notified that you have messages.

To use this service you will be required to leave your answering machine off on your unit.

This will allow the service to receive any messages.

- To use the unit’s answering machine rather than the service provided by your service provider/telephone company, please consult your service provider/telephone company to have it removed or deactivated permanently or temporarily.

Alternatively you can leave this service connected and change the “**Ring count**” to a shorter duration on your unit so your unit’s answering machine can pick up the call prior to the service provided by your service provider/telephone company.

## **Answering System**

---

### **Note:**

- This service can capture messages while the user is on a dial-up Internet connection.

---

### **Caller's recording time**

You can change the maximum message recording time allotted to each caller.

The default setting is “3min”.

**1 [MENU] → [0][6][2]**

**2 [▼]/[▲]: Select the desired setting.**

**3 [Save] → [OFF]**

---

### **Message alert**

You can select whether or not the message indicator on the handset flashes slowly when new messages are recorded. The default setting is “off”.

**1 [MENU] → [0][#]**

**2 [▼]/[▲]: Select the desired setting.**

**3 [Save] → [OFF]**

### **Note:**

- While message alert is on, battery operating time is shortened (page 12).

---

## Using Voice Mail service

### For Telecom Call Minder or TelstraClear Message Mailbox service subscribers

To receive Call Minder or Message Mailbox messages, please note the following:

“Call Minder” and “Message Mailbox” is an automatic answering service offered by your service provider/telephone company. After you subscribe to this service, your service provider/telephone company’s Voice Mail system will answer calls for you when you are unavailable to answer the phone or when your line is busy. Messages are recorded by your service provider/telephone company, not your telephone. Your service provider/telephone company uses a “Stutter” dial tone (special dial tone) to indicate that you have new messages.

#### Important:

- Please contact your service provider/telephone company for details and availability of this service in your area.
- To use the Voice Mail service provided by your service provider/telephone company rather than the unit’s answering system, turn off the answering system (page 29).

---

## Storing the Voice Mail (VM) access number

In order to listen to your Voice Mail messages, you must dial your service provider/telephone company’s Voice Mail access number. Once you have stored your Voice Mail access number, you can dial it automatically (page 36).

**1 [MENU] → [0][7][1]**

**2 Enter your access number (max. 32 digits). → [Save] → [OFF]**

#### Note:

- When storing your Voice Mail access number and your mailbox password, press **[PAUSE]** to add pauses (page 16) between the access number and the password as necessary. Consult your service provider/telephone company for the required pause time.

#### Example:

|                  |             |             |
|------------------|-------------|-------------|
| <u>083210</u>    | <u>PPPP</u> | <u>8888</u> |
| VM access number | Pauses      | Password    |

---

## To erase the Voice Mail access number

Repeat step 1, then press and hold **[Clear]** until all digits are erased. Press **[Save]**, then press **[OFF]**.

### Listening to Voice Mail messages

If compatible with message indication signals provided by your service provider/telephone company, the unit lets you know that you have new Voice Mail messages in the following ways:

- “**New Voice Mail**” is displayed on the handset.
- The message indicator on the handset flashes slowly if message alert feature is turned on (page 36).

**1** Press **[]**, then press **[VM]** within 15 seconds.

OR

**[MENU]** → **[▼]/[▲]**: “v.m. access” → **[Select]**

- The speakerphone turns on.

**2** Follow the prerecorded instructions.

**3** When finished, press **[OFF]**.

#### Note:

- If **[VM]** is not displayed, the Voice Mail access number has not been stored. Store the number (page 35).
- If the handset still indicates there are new messages even after you have listened to all new messages, turn it off by pressing and holding **[OFF]** until the handset beeps.

### Message alert

You can select whether or not the message indicator on the handset flashes slowly when there are new recorded messages in the Voice Mail system. The default setting is “**Off**”.

#### Important:

- KX-TG3031/KX-TG3032/  
KX-TG3033

If there are new answering system messages present (page 29), the message indicator also flashes slowly.

**1** **[MENU]** → **[0][#]**

**2** **[▼]/[▲]**: Select the desired setting.

**3** **[Save]** → **[OFF]**

#### Note:

- While message alert is on, battery operating time is shortened (page 12).

# Intercom

Intercom calls can be made:

- between handsets
- between the handset and base unit (KX-TG3031/KX-TG3032/KX-TG3033)

### Note:

- If you receive an outside call while talking on the intercom, you hear 2 tones. To answer the call, press **[OFF]**, then press **[<>]**.
- When paging a unit for an intercom call, the paged unit beeps for 1 minute.

# Making an intercom call

## Handset

- 1 [INTERCOM]**
- 2 [▼]/[▲]: Select the desired unit. → [Select]**
  - To stop paging, press **[OFF]**.
- 3 When you finish talking, press **[OFF]**.**

## Base unit

**KX-TG3031/KX-TG3032/KX-TG3033**

- 1 [INTERCOM]**
  - All the registered handsets beep for 1 minute.
  - To stop paging, press **[INTERCOM]**.
- 2 When you finish talking, press **[INTERCOM]**.**

# Answering an intercom call

## Handset

- 1 Press **[<>]** or **[◀]** to answer the page.**
- 2 When you finish talking, press **[OFF]**.**

## Base unit

**KX-TG3031/KX-TG3032/KX-TG3033**

- 1 Press **[INTERCOM]** to answer the page.**
- 2 When you finish talking, press **[INTERCOM]**.**

### Note:

- When the ringer volume is set to off, the handset or the base unit rings at a low level for intercom calls.

# Handset locator

You can locate a misplaced handset by paging it.

- 1 Base unit: **[LOCATOR]****
  - The handset beeps for 1 minute.
- 2 To stop paging:**  
**Base unit:**  
Press **[LOCATOR]**.

## Handset:

**KX-TG3021/KX-TG3022**

Press **[OFF]**.

**KX-TG3031/KX-TG3032/**

**KX-TG3033**

Press **[INTERCOM]**, then press **[OFF]**.

### Transferring calls between handsets, conference calls

Outside calls can be transferred between 2 handsets. 2 handsets can have a conference call with an outside party.

- 1 During an outside call, press **[INTERCOM]** to put the call on hold.
- 2 **[(▼)]/[▲]**: Select the desired unit. → **[Transfer]**
- 3 Wait for the paged party to answer.
  - If the paged party does not answer, press **[◀]** to return to the outside call.
- 4 **To complete the transfer:**  
Press **[OFF]**.
  - The outside call is being routed to the handset.**To establish a conference call:**  
Press **[Conf]**.
  - To leave the conference, press **[OFF]**. The other parties can continue the conversation.
  - To put the outside call on hold, press **[HOLD]**. To resume the conference, press **[Conf]**.

#### Answering transferred calls

Press **[◀]** to answer the page.

- After the paging party disconnects, you can talk to the outside caller.

### Registering a handset

The included handset and base unit are preregistered. If for some reason the handset is not registered to the base unit, register the handset.

- 1 **Handset:**  
**[MENU] → [0][0][1]**
- 2 **Base unit:**  
**KX-TG3021/KX-TG3022**  
Press and hold **[LOCATOR]** until the IN USE indicator flashes.  
  
**KX-TG3031/KX-TG3032/**  
**KX-TG3033**  
Press and hold **[LOCATOR/INTERCOM]** until the IN USE indicator flashes.
  - After the IN USE indicator starts flashing, the rest of the procedure must be completed within 1 minute.

- 3 **Handset:**  
Press **[OK]**, then wait until a beep sounds.
- 4 **[OFF]**

#### Registering an additional handset

See page 5 for information on the available model.

Start from step 2.

### Deregistering a handset

- 1 **[MENU] → [0][0][2]**
- 2 **[3][3][5] → [OK]**
- 3 Select the handset you want to cancel by pressing the desired handset number (**[1] – [4]**).

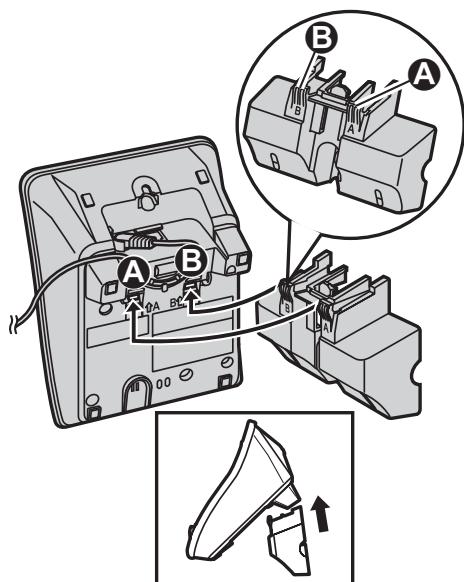
#### Note:

- If you do not use the handset, we recommend removing the battery to prevent malfunctioning.

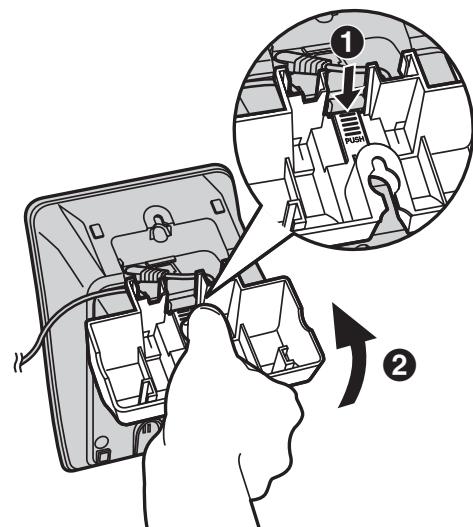
# Wall mounting

## Base unit

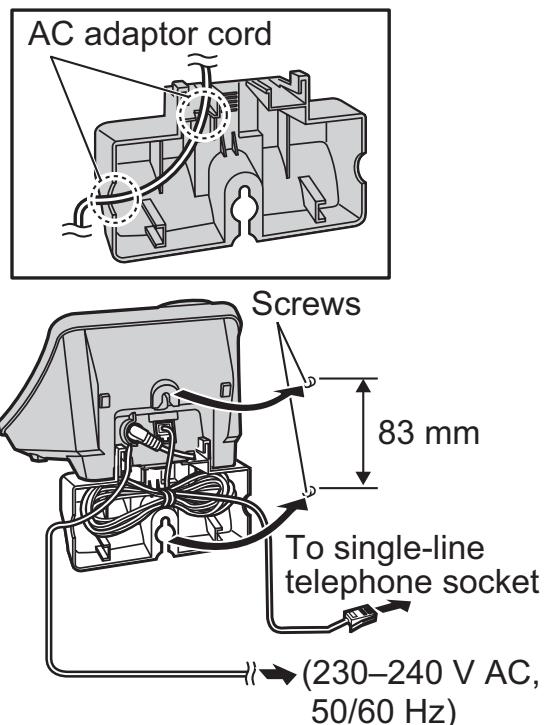
1 Insert the hooks on the wall mounting adaptor into the holes **A** and **B** on the base unit.



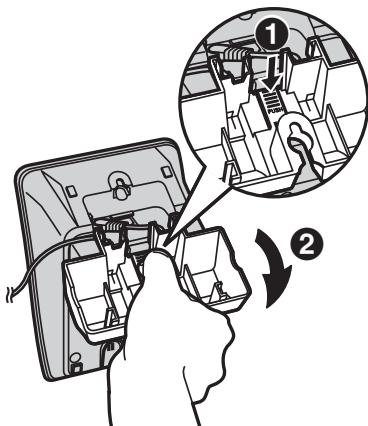
2 While pressing down the lever (1), press it in the direction of the arrow (2) until it is secure.



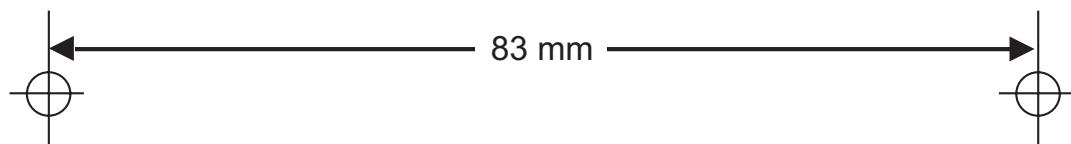
3 Tuck the telephone line cord inside the wall mounting adaptor and connect the cord. Drive the screws (not included) into the wall. Mount the unit, and then slide it down. Connect the AC adaptor to power outlet (page 10).



**To remove the wall mounting adaptor**  
While pushing down the lever (1), remove the adaptor (2).



Wall mount template for the base unit



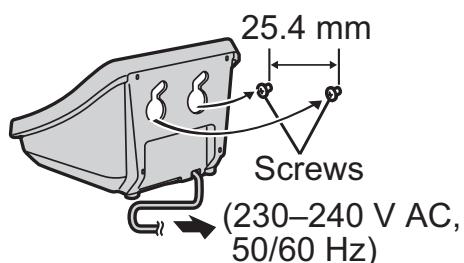
## Useful Information

### Charger

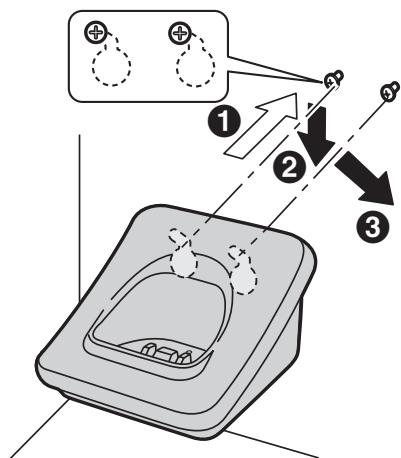
#### Available model:

KX-TG3022/KX-TG3032/  
KX-TG3033

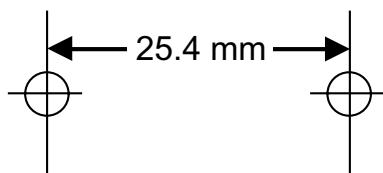
- 1 Drive the screws (not included) into the wall.



- 2 Mount the charger (1), then slide it down (2) and to the right (3) until it is secure.



#### Wall mount template for the charger



### Headset (optional)

Connecting a headset to the handset allows hands-free phone conversations.



#### Note:

- Only telecommunications compliance labelled headsets should be plugged into the headset socket on the handset.

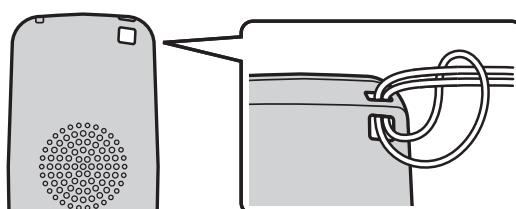
### Switching a call between the headset and handset speakerphone

To switch to the handset speakerphone, press [  ].

To return to the headset, press [  ].

### Lanyard/strap eyelet

If you have a lanyard/strap (not included), you can hang your handset from your neck or wrist. Thread it through the eyelet as shown and pull to tighten it.



### Error messages

If the unit detects a problem, one of the following messages is shown on the display.

| Display message   | Cause/solution   |
|---|--|
| <b>All handsets are registered.</b>                             | <ul style="list-style-type: none"><li>4 handsets have already been registered to the base unit. A previously deregistered handset number may still be retained in the base unit. To register an additional handset, erase the unnecessary handset number (page 38).</li></ul>  |
| <b>Busy</b>   | <ul style="list-style-type: none"><li>The called unit is in use.</li><li>The handset you tried to copy phonebook items to is in use. Try again later.</li><li>The handset you are calling is too far from the base unit.</li></ul>   |
| <b>Error!!</b>  | <ul style="list-style-type: none"><li>The handset's registration has failed. Move the handset and base unit away from all electrical appliances and try again.</li><li>Another handset user tried to send phonebook items to you but there was an error. Have the other handset user re-send the items to you (page 20).</li></ul> |
| <b>---Incomplete---<br/>Phonebook full</b>                      | <ul style="list-style-type: none"><li>The destination handset's phonebook memory is full. Erase unnecessary items from the destination handset's phonebook (page 20).</li></ul>  |
| <b>Invalid</b>  | <ul style="list-style-type: none"><li>There is no handset registered to the base unit matching the extension number you entered.</li></ul>   |
| <b>No items stored</b>  | <ul style="list-style-type: none"><li>Your phonebook or redial list is empty.</li></ul>  |
| <b>No link to base.<br/>Move closer to base,<br/>try again.</b> | <ul style="list-style-type: none"><li>The handset has lost communication with the base unit. Move closer to the base unit, and try again.</li><li>Confirm that the base unit's AC adaptor is plugged in.</li><li>The handset's registration may have been cancelled. Re-register the handset (page 38).</li></ul>                  |
| <b>Phonebook full</b>   | <ul style="list-style-type: none"><li>There is no space to store new items in the phonebook. Erase unnecessary items (page 20).</li></ul>  |
| <b>Please lift up and<br/>try again.</b>                        | <ul style="list-style-type: none"><li>A handset button was pressed while the handset was on the base unit or charger. Lift the handset and press the button again.</li></ul>   |

## Useful Information

| Display message  | Cause/solution  |
|--|---|
| <b>System is busy.<br/>Please try again<br/>later.</b> | <ul style="list-style-type: none"><li>Other units are in use and the system is busy. Try again later.</li><li>Another user is listening to messages. Try again later.*<sup>1</sup></li><li>The handset's registration may have been cancelled. Re-register the handset (page 38).</li></ul> |
| <b>Store VM access#</b>                                | <ul style="list-style-type: none"><li>You have not stored the Voice Mail access number. Store the number (page 35).</li></ul>   |

\*1 KX-TG3031/KX-TG3032/KX-TG3033

## Troubleshooting

### General use

| Problem   | Cause/solution  |
|---|---|
| The unit does not work.                                       | <ul style="list-style-type: none"><li>Make sure the battery is installed correctly and fully charged (page 11).</li><li>Check the connections (page 10).</li><li>Unplug the base unit's AC adaptor to reset the unit. Reconnect the adaptor and try again.</li><li>The handset has not been registered to the base unit. Register the handset (page 38).</li></ul>  |
| I cannot hear a dial tone.                                    | <ul style="list-style-type: none"><li>Confirm the telephone line cord is properly connected (page 10).</li><li>Disconnect the unit from the telephone line and connect a known working telephone. If the working telephone operates properly, contact our service personnel to have the unit repaired. If the working telephone does not operate properly, contact your service provider/telephone company.</li></ul> |
| The indicator on the top right of the handset flashes slowly. | <ul style="list-style-type: none"><li>New messages have been recorded. Listen to the new messages (page 30).<sup>1</sup></li><li>New Voice Mail messages have been recorded. Listen to the new Voice Mail messages (page 36).</li></ul>   |

\*1 KX-TG3031/KX-TG3032/KX-TG3033

### Programmable settings

| Problem  | Cause/solution   |
|--|--|
| I cannot program items.                        | <ul style="list-style-type: none"><li>• Programming is not possible while either the base unit or another handset is being used. Try again later.</li></ul>  |
| I cannot set the alarm.                        | <ul style="list-style-type: none"><li>• In order to set the alarm, you must first set the date and time (page 15).</li><li>• The handset has lost communication with the base unit. Move closer to the base unit, and try again.</li></ul> |
| While programming, the handset starts to ring. | <ul style="list-style-type: none"><li>• A call is being received. Answer the call and start again after hanging up.</li></ul>  |

### Battery recharge

| Problem   | Cause/solution   |
|---|--|
| I fully charged the battery, but  continues to flash, or  is displayed. | <ul style="list-style-type: none"><li>• Clean the charge contacts and charge again (page 12).</li><li>• The battery may need to be replaced with a new one (page 11).</li></ul>  |
| The handset display is blank.   | <ul style="list-style-type: none"><li>• Confirm that the battery is properly installed.</li><li>• Fully charge the battery (page 11).</li></ul>  |
| While charging, the charge indicator does not light and “Charge for 7h” is displayed.   | <ul style="list-style-type: none"><li>• The battery is empty. The charge indicator does not light in order to concentrate on charging. After about 5 minutes, the charge indicator lights and “Charging” is displayed.</li></ul> |

## Useful Information

### Making/answering calls, intercom

| Problem   | Cause/solution   |
|---|--|
| Static is heard, sound cuts in and out. Interference from other electrical units. | <ul style="list-style-type: none"><li>Move the handset and base unit away from other electrical appliances.</li><li>Move closer to the base unit.</li><li>Turn on the clarity booster feature (page 18).</li><li>Your unit is connected to a telephone line with ADSL (JetStream) service. We recommend that you contact your ADSL service provider to have an ADSL Splitter installed. We do not recommend the use of generic ADSL filters. Contact your ADSL provider for details.</li></ul> |
| The handset does not ring.  | <ul style="list-style-type: none"><li>The ringer volume is turned off. Adjust it (page 26).</li></ul>  |
| The base unit does not ring.* <sup>1</sup>  | <ul style="list-style-type: none"><li>The ringer volume is turned off. Adjust it (page 17).</li></ul>  |
| I cannot make a call.   | <ul style="list-style-type: none"><li>Another handset is in use. Try again later.</li><li>If the above remedy does not solve the problem, set the dialling mode. Press <b>[MENU] [0] [5] [1] [Save] [OFF]</b>.</li><li>The unit is not designed to be used with rotary (pulse dialling) services.</li></ul>  |
| I cannot have a conversation using the headset.                                   | <ul style="list-style-type: none"><li>Make sure that an optional headset is connected properly (page 40).</li><li>If “SP-phone” is displayed on the handset, press  to switch to the headset.</li></ul>   |
| I cannot page the handset.  | <ul style="list-style-type: none"><li>The called handset is too far from the base unit.</li><li>The called handset is in use. Try again later.</li></ul>   |
| I cannot page the base unit.* <sup>1</sup>  | <ul style="list-style-type: none"><li>The base unit is in use. Try again later.</li></ul>  |

\*1 KX-TG3031/KX-TG3032/KX-TG3033

### Caller ID

| Problem   | Cause/solution   |
|---|--|
| The handset does not display the caller's phone number. | <ul style="list-style-type: none"><li>• You have not subscribed to Caller ID service. Contact your service provider/telephone company to subscribe.</li><li>• If your unit is connected to any additional telephone equipment such as a Caller ID box or cordless telephone line socket, disconnect the unit from the equipment and plug the unit directly into the wall socket.</li><li>• Your unit is connected to a telephone line with ADSL (JetStream) service. We recommend that you contact your ADSL service provider to have an ADSL Splitter installed. We do not recommend the use of generic ADSL filters. Contact your ADSL provider for details.</li><li>• Other telephone equipment such as a monitored Burglar Alarm or the modem in the SKY Digital decoder may be interfering with this unit. Disconnect the other equipment and try again.</li><li>• The caller requested not to send caller information (page 21).</li></ul> |

### Answering system (KX-TG3031/KX-TG3032/KX-TG3033)

| Problem   | Cause/solution  |
|---|---|
| I cannot listen to messages from a remote location. | <ul style="list-style-type: none"><li>• A touch tone phone is required for remote operation.</li><li>• Enter the remote code correctly (page 33).</li><li>• The answering system is off. Turn it on (page 32).</li></ul>  |
| The unit does not record new messages.              | <ul style="list-style-type: none"><li>• The answering system is off. Turn it on (page 29, 32).</li><li>• The message memory is full. Erase unnecessary messages (page 30, 31).</li><li>• If you subscribe to the Voice Mail service, messages are recorded by your service provider/telephone company not your telephone (page 33).</li></ul> |
| I cannot operate the answering system.              | <ul style="list-style-type: none"><li>• Someone is operating the answering system.</li><li>• If someone is talking on a conference call, you cannot operate the answering system. Try again later.</li></ul>  |

# Specifications

## General

|                              |                    |
|------------------------------|--------------------|
| <b>Operating environment</b> | 5 °C – 40 °C       |
| <b>Frequency</b>             | 2.4 GHz – 2.48 GHz |

## Base unit

|                          |  |
|--------------------------|--|
| <b>Dimensions</b>        | Approx. height 95 mm × width 116 mm × depth 143 mm   |
| <b>Mass (Weight)</b>     | KX-TG3021/KX-TG3022<br>Approx. 210 g<br>KX-TG3031/KX-TG3032/KX-TG3033<br>Approx. 250 g   |
| <b>Power consumption</b> | KX-TG3021/KX-TG3022<br>Standby: Approx. 1.5 W, Maximum: Approx. 4.5 W<br>KX-TG3031/KX-TG3032/KX-TG3033<br>Standby: Approx. 1.5 W, Maximum: Approx. 4.7 W |
| <b>Power output</b>      | 125 mW (max.)  |
| <b>Power supply</b>      | AC adaptor (230–240 V AC, 50/60 Hz)  |

## Handset

|                      |   |
|----------------------|---|
| <b>Dimensions</b>    | Approx. height 156 mm × width 48 mm × depth 33 mm |
| <b>Mass (Weight)</b> | Approx. 150 g                                     |
| <b>Power output</b>  | 125 mW (max.)                                     |
| <b>Power supply</b>  | Ni-MH battery (3.6 V, 650 mAh)                    |

## Charger (KX-TG3022/KX-TG3032/KX-TG3033)

|                          |  |
|--------------------------|--|
| <b>Dimensions</b>        | Approx. height 68 mm × width 82 mm × depth 87 mm |
| <b>Mass (Weight)</b>     | Approx. 80 g                                     |
| <b>Power consumption</b> | Standby: Approx. 0.8 W<br>Maximum: Approx. 3.1 W |
| <b>Power supply</b>      | AC adaptor (230–240 V AC, 50/60 Hz)              |

## Note:

- Design and specifications are subject to change without notice.
- The illustrations in these instructions may vary slightly from the actual product.

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We recommend keeping a record of the following information for future reference.

Serial No.  
(found on the bottom of the base unit)

Date of purchase

Name and address of dealer

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| Attach your purchase receipt here. |  
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**Customer Support Centre Tel.No.: (09) 272 0178 or website  
[www.panasonic.co.nz](http://www.panasonic.co.nz)**

**Sales Department:**

**Panasonic New Zealand Limited**

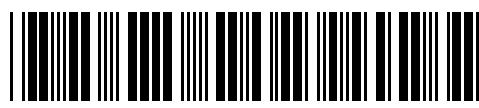
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